

## FOR IMMEDIATE RELEASE

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Sound bites from Scot L. Adams, Ph.D., are available at: [www.dhhs.ne.gov/audio](http://www.dhhs.ne.gov/audio)

## Survey: Behavioral Health Consumers Satisfied

**Lincoln**—A recent survey shows improvement in how children and their parents feel about services received from the state's public behavioral health system.

The annual survey of consumers conducted by the Nebraska Department of Health and Human Services' Division of Behavioral Health shows increased satisfaction in access, treatment planning, cultural sensitivity and services.

The public system includes the state's six behavioral health regions, which offer direct services, and the Lincoln Regional Center, a state psychiatric hospital. The survey asked about both mental health and substance abuse services for children and adults.

"Parents reported that they were quite satisfied with the services their children received," said Scot L. Adams, director of the Division of Behavioral Health. "The results show that services improved their kids' quality of life."

Families can access services through the Network of Care website, [www.dhhs.ne.gov/NetworkOfCare](http://www.dhhs.ne.gov/NetworkOfCare) or by calling the Family Helpline at 1-888-866-8660.

Of 248 youth and their parents:

- 92 percent responded favorably to cultural sensitivity, a four percentage point increase over the previous year;
- 87 percent of youth caregivers responded positively about access for their youth, almost a 12 percentage point increase;
- 86 percent responded positively to participation in treatment planning, a four percentage point increase;
- 79 percent indicated that they were satisfied with services, an increase of 9 percentage points; and
- 72 percent of youth caregivers said that services improved their quality of life, similar to the response in last year's survey.

A consumer survey of 2,153 adults found that 84 percent were satisfied with services, the same as last year. Eighty percent of adults said that services improved their quality of life.


Other findings:

- More than three-fourths (77 percent) were satisfied with their level of involvement in treatment planning;
- Another three-fourths (74 percent) responded positively to questions on outcomes;
- 86 percent responded positively to the questions related to quality and appropriateness of services;
- 80 percent thought services were accessible; and
- Most felt that services improved their level of functioning (76 percent) and social connectedness (75 percent).

The survey also asked respondents about their health. More than a third of mental health consumers (40 percent) said they smoke every day. Of substance abusers, over half (56 percent) reported smoking every day.

More than one in six (16 percent) adult mental health consumers reported a diabetes diagnosis, nearly twice the rate of the general population, and were one-and-a-half times more likely to be obese.

"We'll use the results of the survey to guide program decisions in the future, to integrate services with primary health care, and to improve the quality of services available," Adams said.

To see the full report, called the Nebraska 2012 Behavioral Health Consumer Survey, go to   
<http://1.usa.gov/Ubk7KW>.